iPad Training

Please take good notes today.

Ask ANY questions you may have. These are new to all of us, so you might think of something the rest of us haven't.

IOT is participating as a courtesy and have been very helpful in coordinating storage and other support. Please respect their requests for tickets and inventory when dealing with these devices and the laptops that you may be re-distributing.

iPad Training

Train the Trainer
2013

For the duration of this course it is VERY IMPORTANT that you follow all steps exactly as presented and that you NOT work ahead.

Not following the steps in the appropriate order can result in the need to enter credit information into the Apple ID system.

Also, by not following the appropriate order, pre-provided applications may not download, or other required profile installations may not complete.

Finally, any applications provided as part of the initial MDM setup are not supported and are only provided for end user convenience.

iPad Training

http://www.apple.com/ipad/overview/

Why iPad? It's simple yet powerful. Thin and light yet full-featured. It can do just about everything and be just about anything. And because it's so easy to use.

- There are over 300,000 Apps for the iPad. Reference the IRUA agreement. We will be using MobileIron along with a few apps we think you may use with your jobs daily.
- Even with its slim design and incredible performance, iPad has a 10 hour battery life. So that should make life better in the field.
- The camera on the back of iPad lets you shoot 5-megapixel still images and record HD video in full 1080p along with the front-facing HD camera that lets you shoot 720p video.

iPad Training

Turn on your iPad

Top right corner is the on/off button.   (from the back top left corner)

Home Button

iPad Training

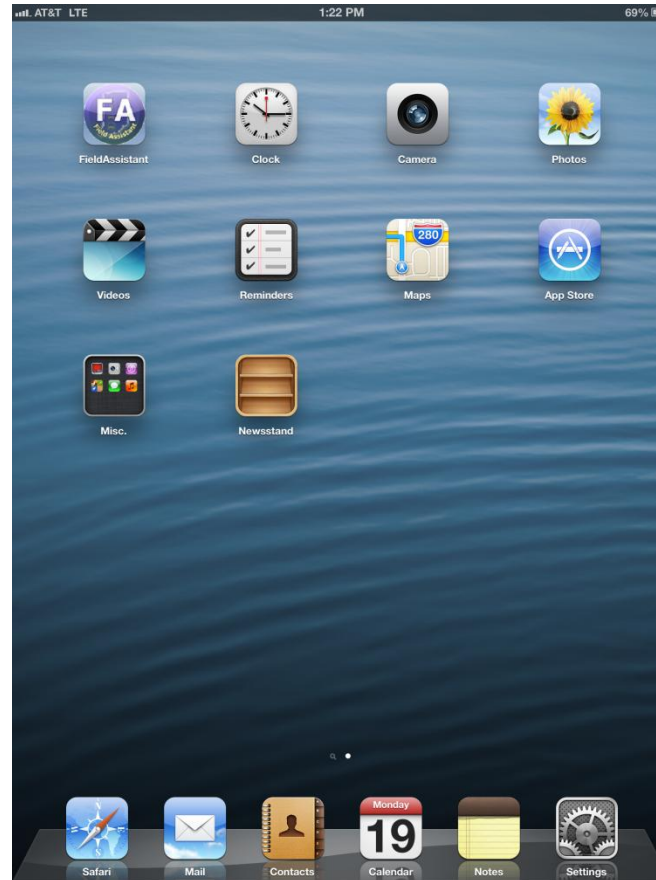Sleep/Wake Button

Home

Home Button
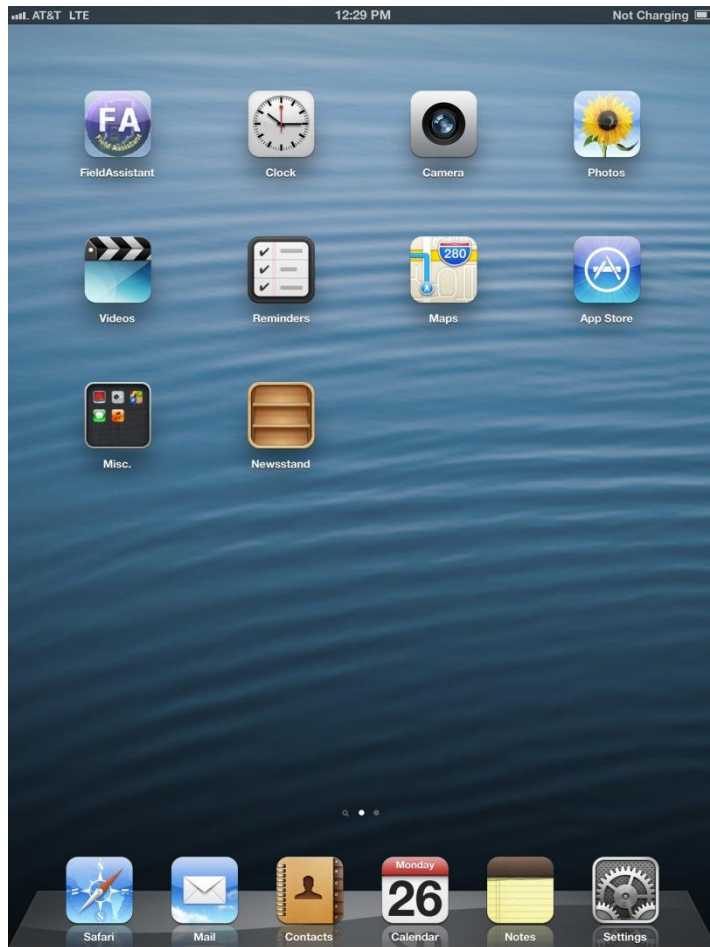
iPad Training
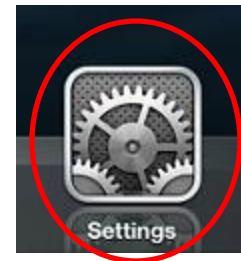
Set Up iPad

iPad Training

Home screen

iPad Training

Verify that you've got a Cellular connection and Wi-Fi is off.
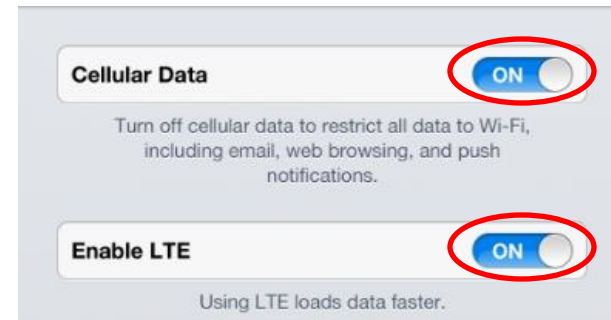
Tap Settings

iPad Training

Select Wi-Fi and make sure it's shut off.

iPad Training
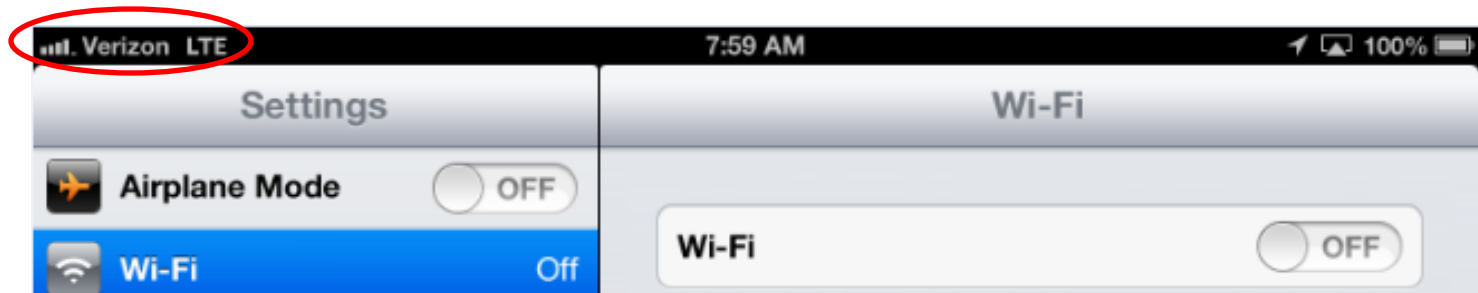

Select Cellular Data

Make sure the Cellular Data is Turned on, and Enable LTE is on as well.

iPad Training

When correctly connected the status bar at the top will look like this (note that this could be AT&T):
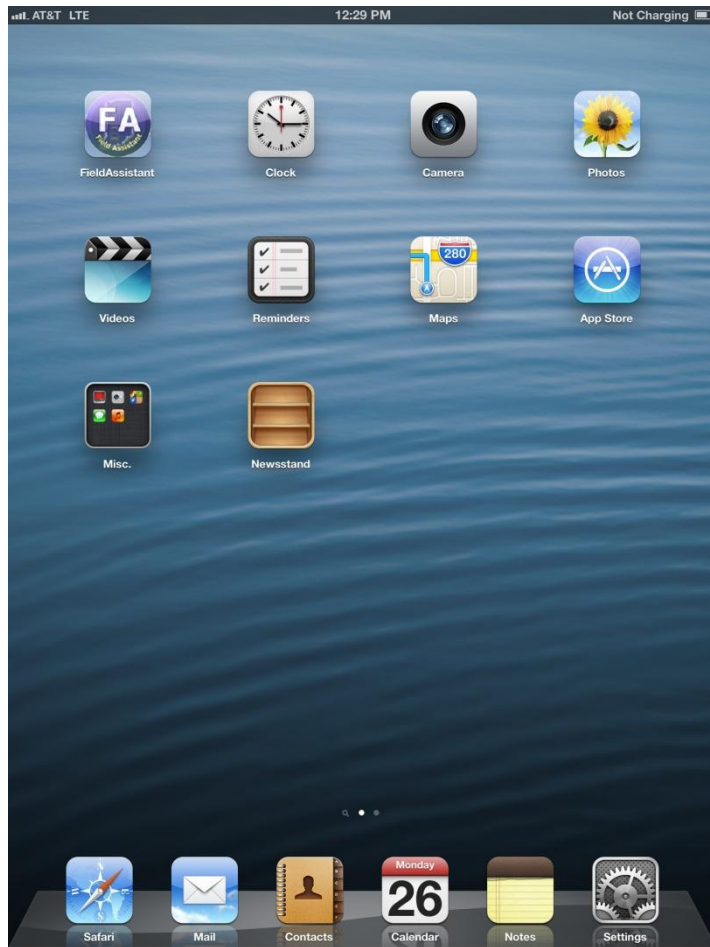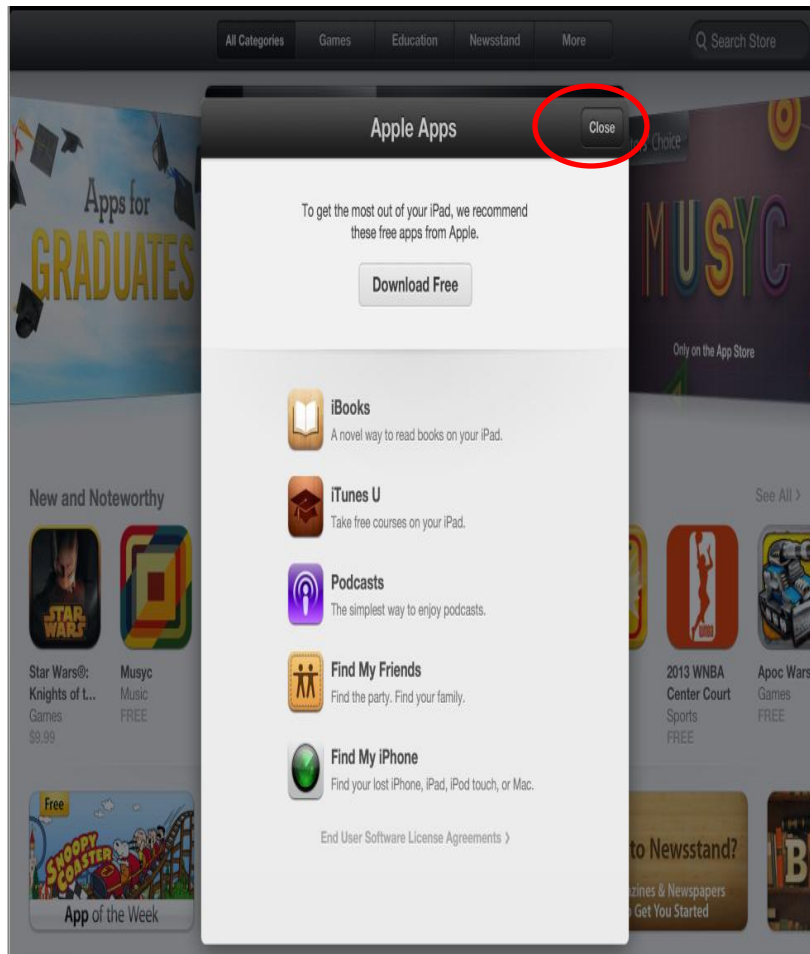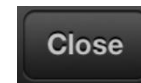
Right –

Wrong -
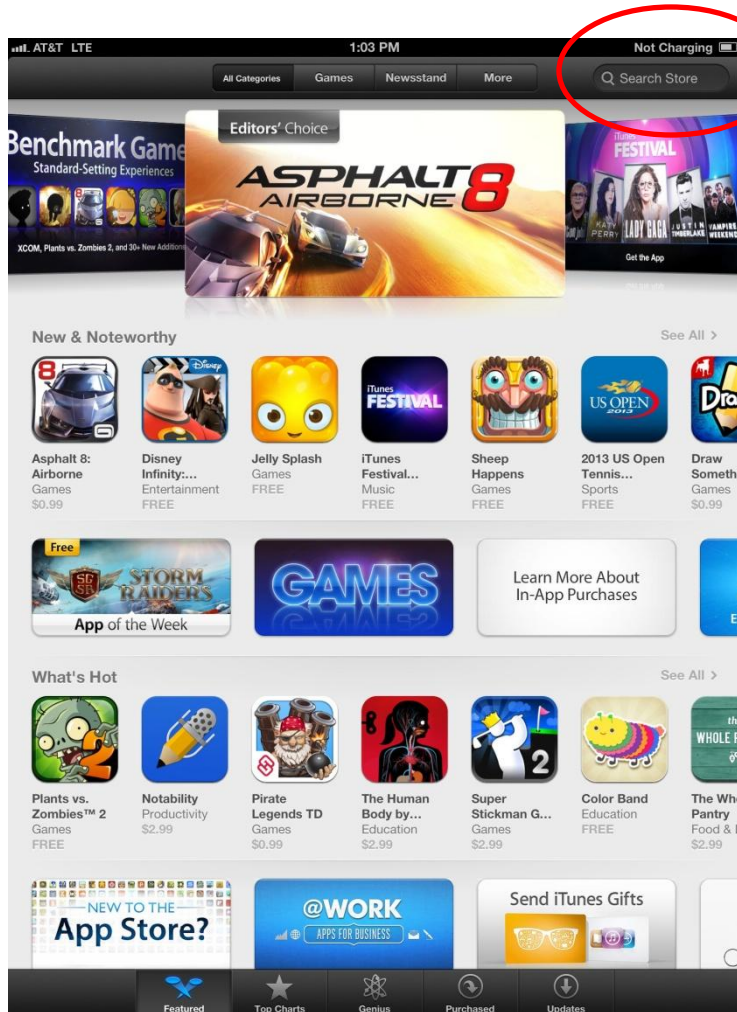
iPad Training

Tap the App Store.

iPad Training
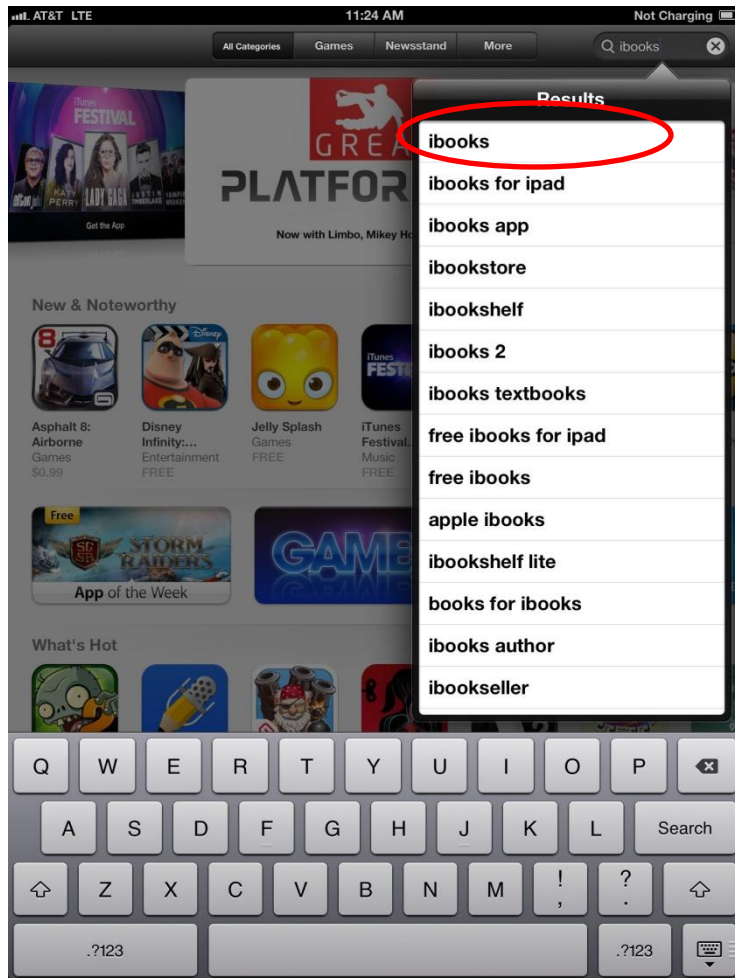

Tap on the close icon.

iPad Training

Tap in the search box in the upper right hand corner.

Type in: ibooks

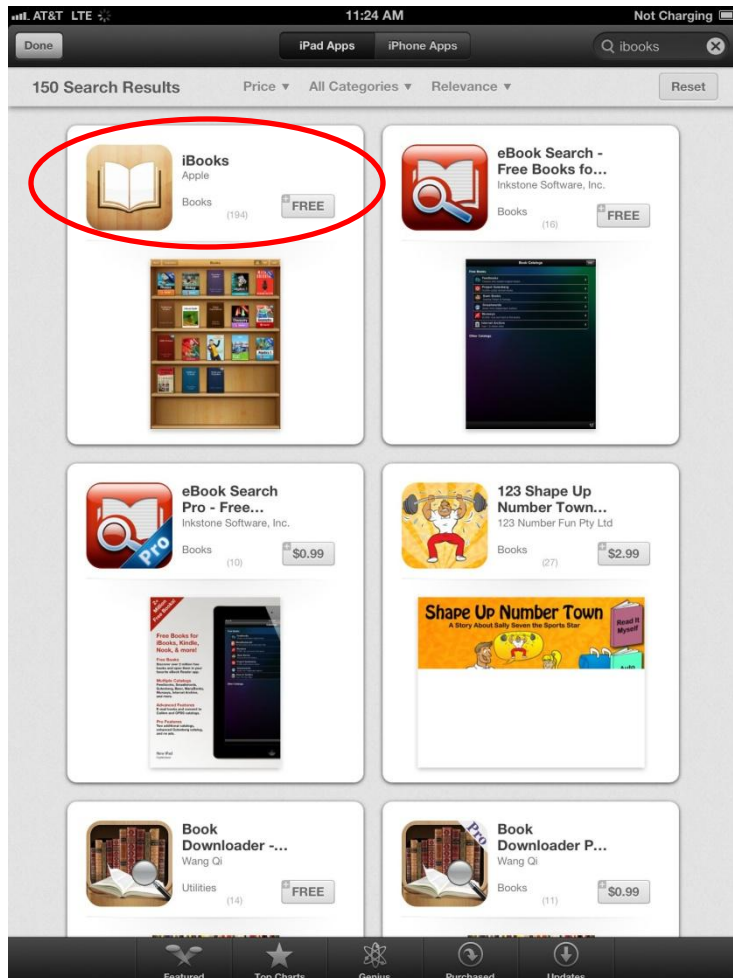# iPad Training

Tap ibooks under Results.
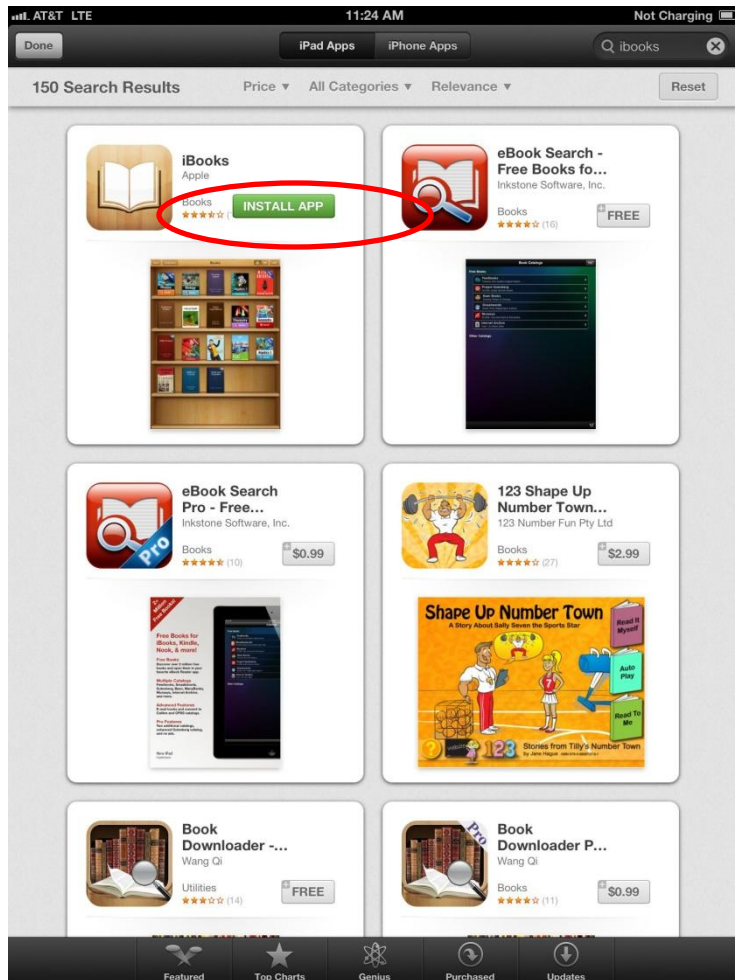
iPad Training

Make sure the search results show iBooks by Apple.
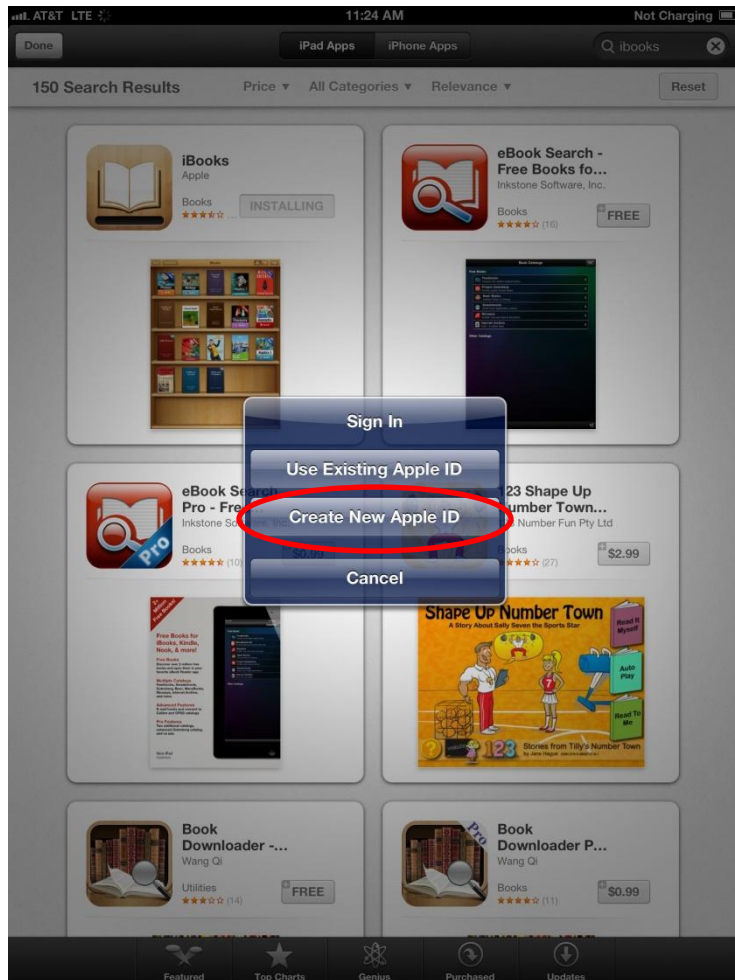
Tap the Free icon shown.

iPad Training
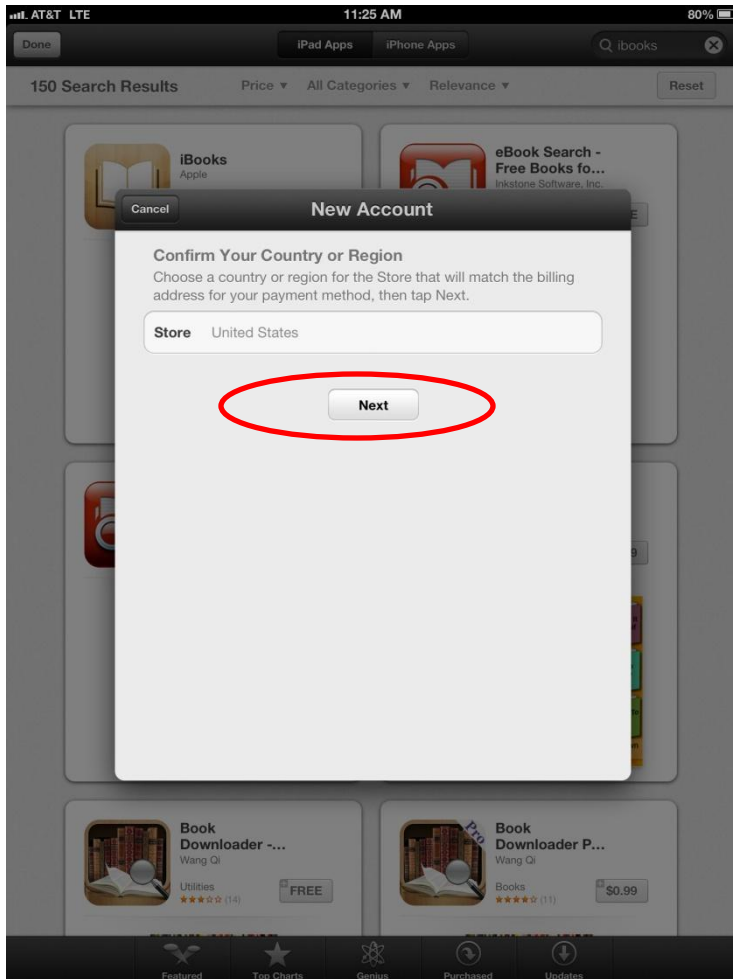

Tap the INSTALL APP icon by the iBooks.
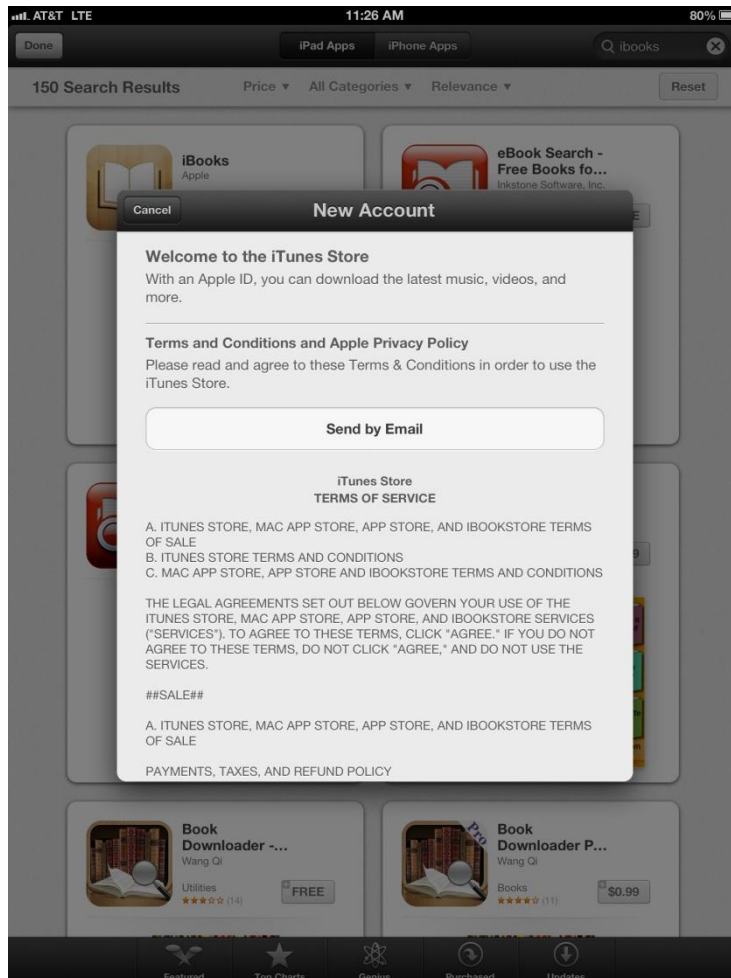
iPad Training

Tap Create New Apple ID.

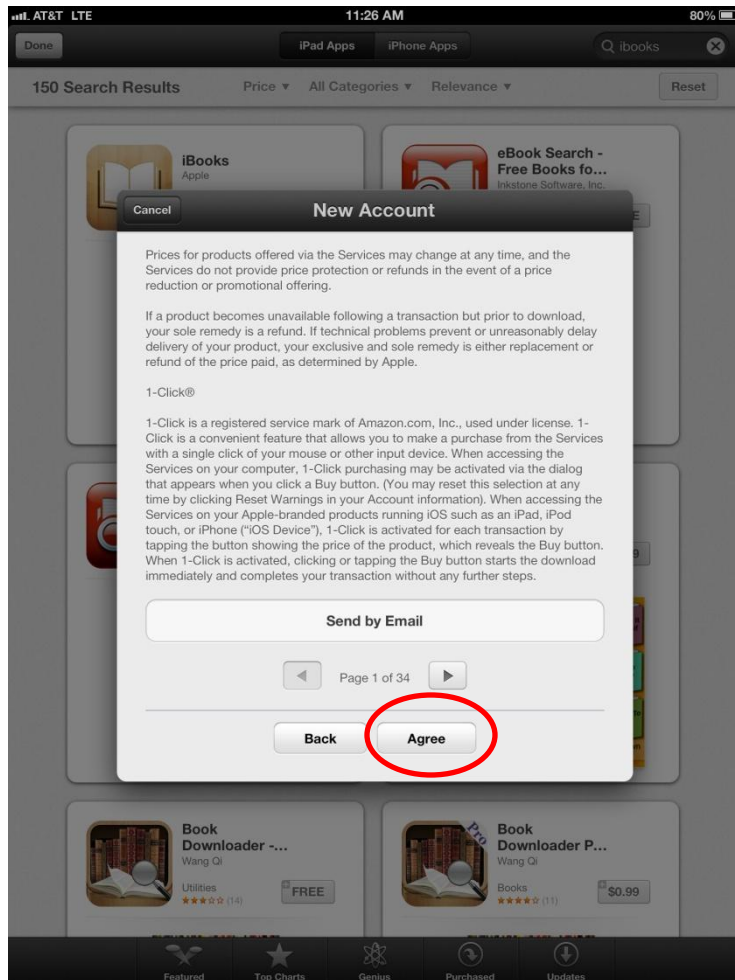# iPad Training

Tap on Next.

iPad Training

Scroll to the bottom of New Account window.

iPad Training

Tap on Agree.

iPad Training

Tap on Agree.
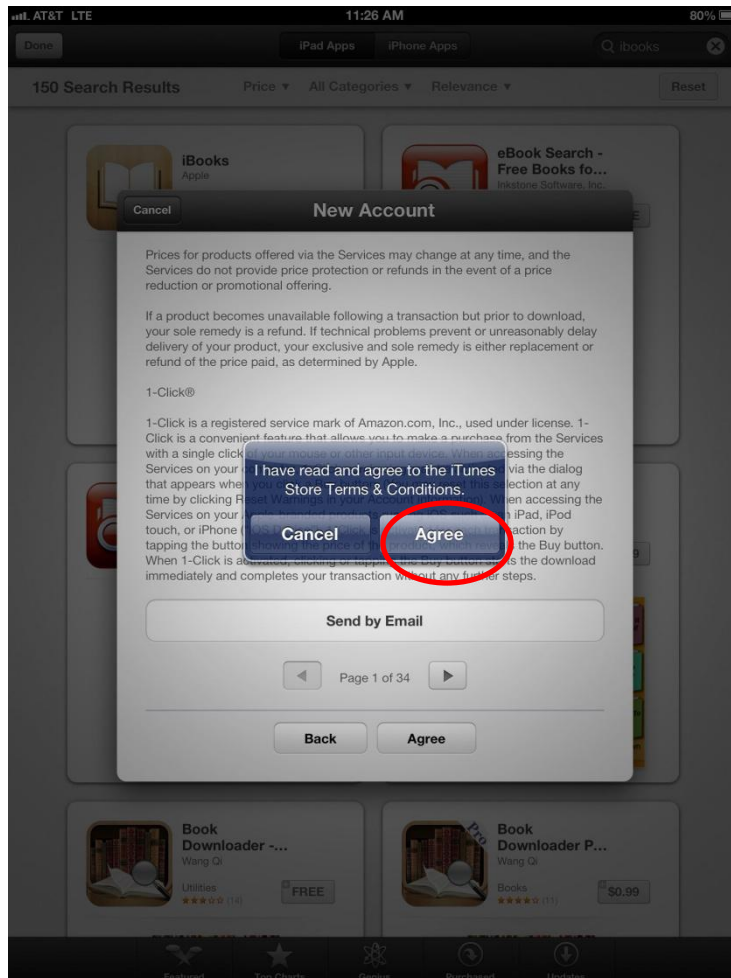
iPad Training

Note about Apple Password

Apple policy requires you use strong passwords with your Apple ID. Your password must have a minimum of 8 characters, not contain more than 3 consecutive identical characters, and include a number, an uppercase letter, and a lowercase letter.

•••••••••••••••••••••••••••

Password strength: **strong**

Password must:
- Have at least one letter
- Have at least one capital letter
- Have at least one number
- Not contain multiple identical consecutive characters
- Not be the same as the account name
- Be at least 8 characters
- Not be a common password
- Not be used in past year
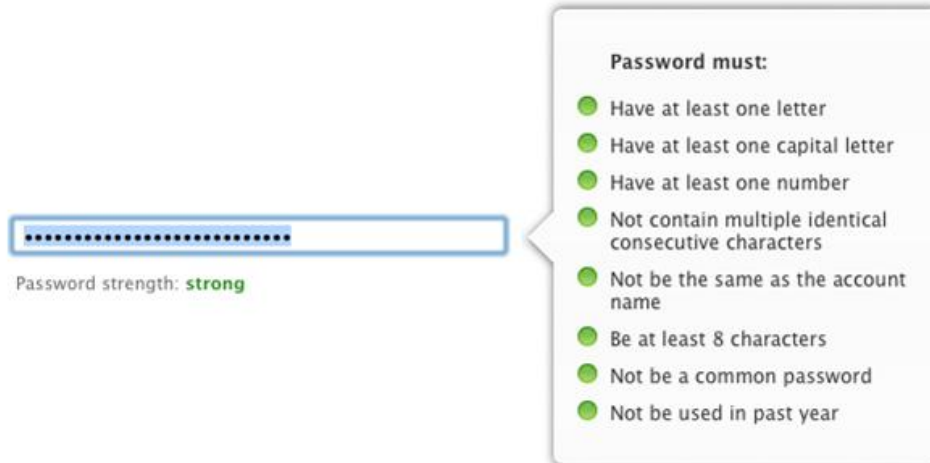
You can also add extra characters and punctuation marks to make your password even stronger.

Using a strong password is the most important thing you can do to help keep your account secure. If you aren't sure if you have a strong password, visit My Apple ID (appleid.apple.com) to reset your password as soon as possible.

iPad Training
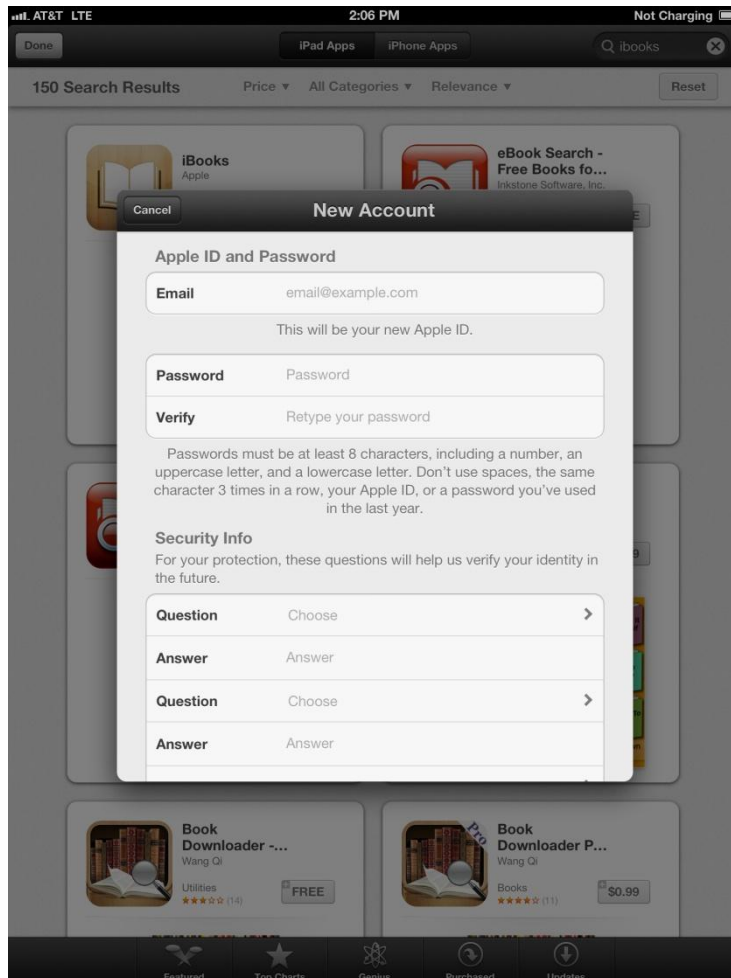
Tap on email@example.com.

Type in your work email address (i.e. mmcneil@indot.in.gov).

Tap on password and put in a password for you apple id.

Tap on Verify and retype your password.

Tap on Questions and give answers.

iPad Training
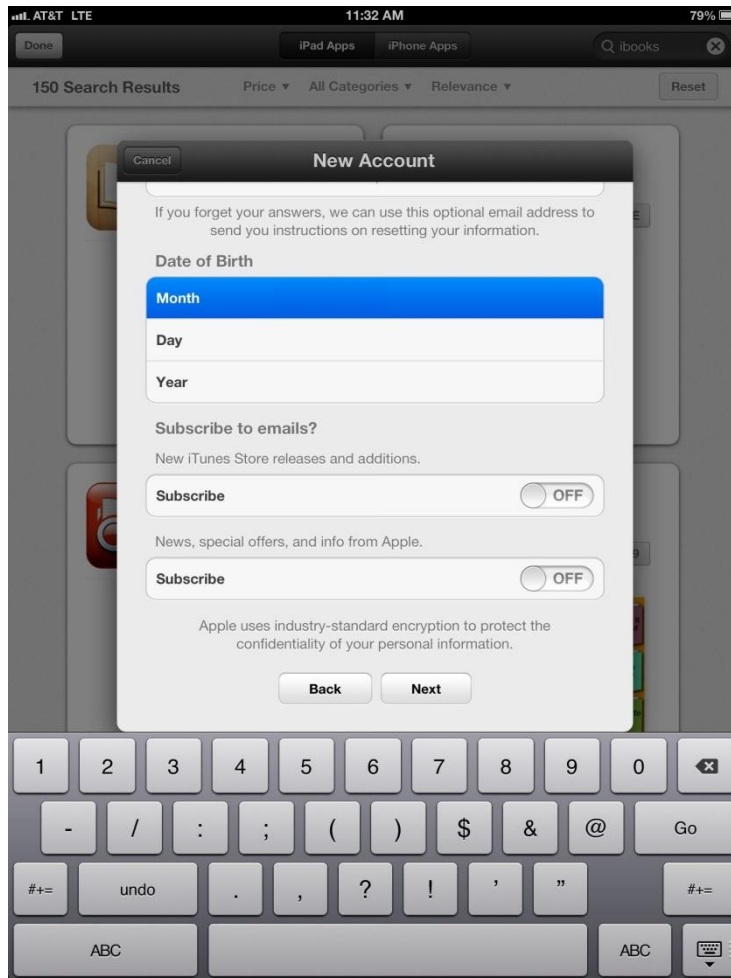
Tap on Month. Select the month you were born.

Tap on Day. Select the day you were born.

Tap on Year. Select the year you were born.

Tap on ON by Subscribe to turn off emails.

Tap on Next.

iPad Training

For Billing information fill out the following fields:

Make sure to select None in the payment method section.

•Title
•First Name
•Last Name
•Address
•City
•State
•Phone

Tap on Next.

iPad Training

Tap Done.

iPad Training

To proceed, you must verify the Apple ID created in the previous steps. This will need done from a PC that can connect to the state webmail system.

You will receive an e-mail with a link that must be followed to confirm the account. Follow the Verify Now > link and complete the steps required.
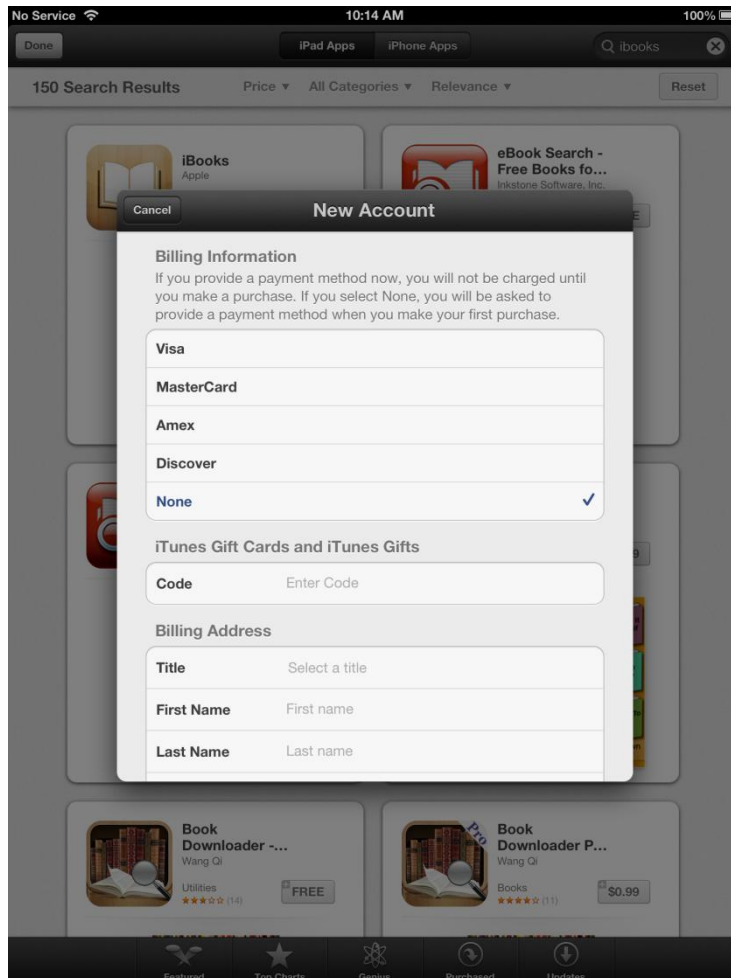

Dear Steven Fisher,

You've entered sfisher@indot.in.gov as the contact email address for your Apple ID. To complete the process, we just need to verify that this email address belongs to you. Simply click the link below and sign in using your Apple ID and password.

Verify Now >

Wondering why you got this email?
It's sent when someone adds or changes a contact email address for an Apple ID account. If you didn't do this, don't worry. Your email address cannot be used as a contact address for an Apple ID without your verification.

For more information, see our frequently asked questions.

Thanks,
Apple Customer Support

iPad Training

With your account verified, you can now go back and download the iBooks application from the iPad.

The first time you download any item, you'll receive a follow up email to verify that you initiated the download. This is informational and can be discarded/ignored.


Dear Steven Fisher,

Your Apple ID, sfisher@indot.in.gov, was just used to download iBooks from the App Store on a computer or device that had not previously been associated with that Apple ID. You may also be receiving this email if you reset your password since your last purchase.

If you initiated this download, you can disregard this email. It was only sent to alert you in case you did not initiate the download yourself.

If you did not initiate this download, we recommend that you go to iforgot.apple.com to change your password, then see Apple ID: Tips for protecting the security of your account for further assistance.

Regards,
Apple

iPad Training

Tap on home button (reminder this button is not on the screen) to return to home screen.
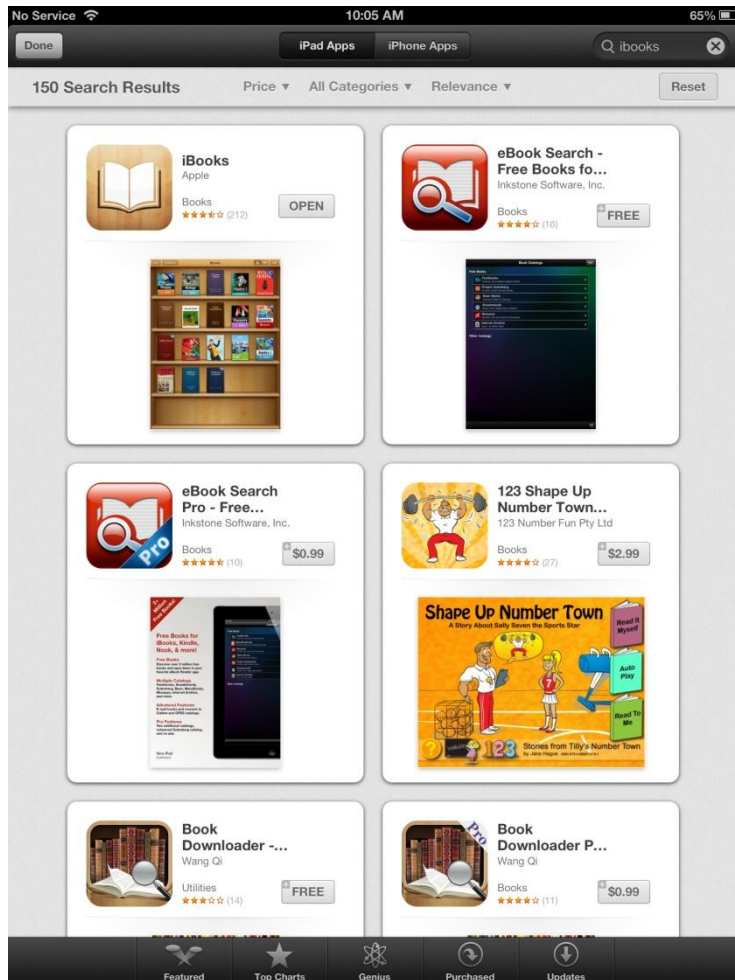
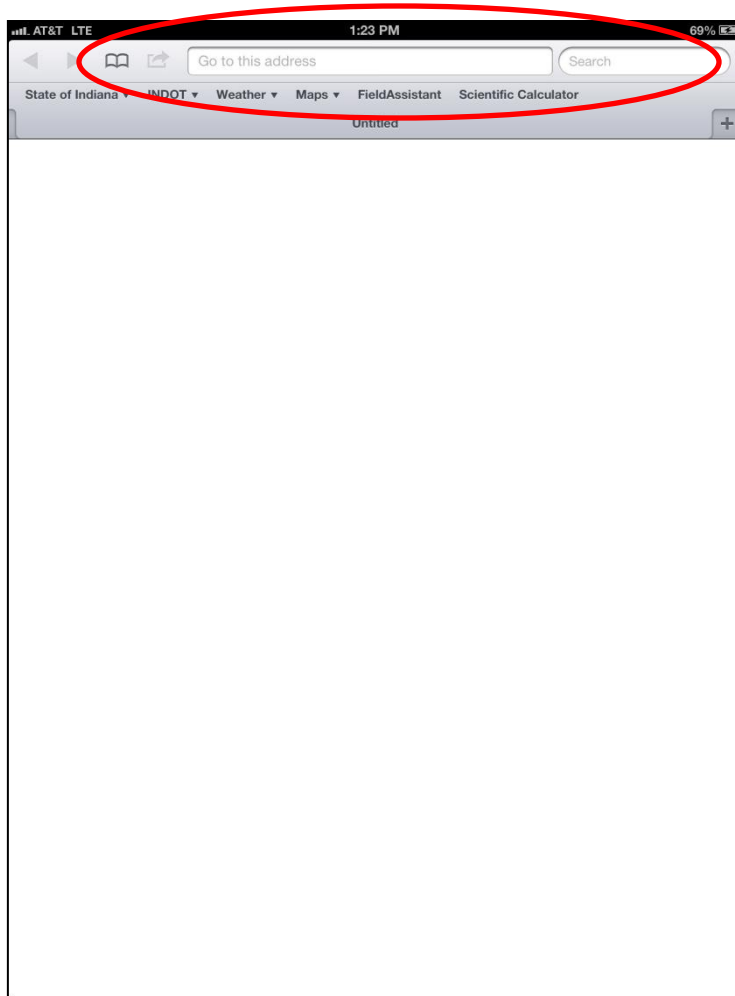# iPad Training

Tap on Safari (Apple's browser).
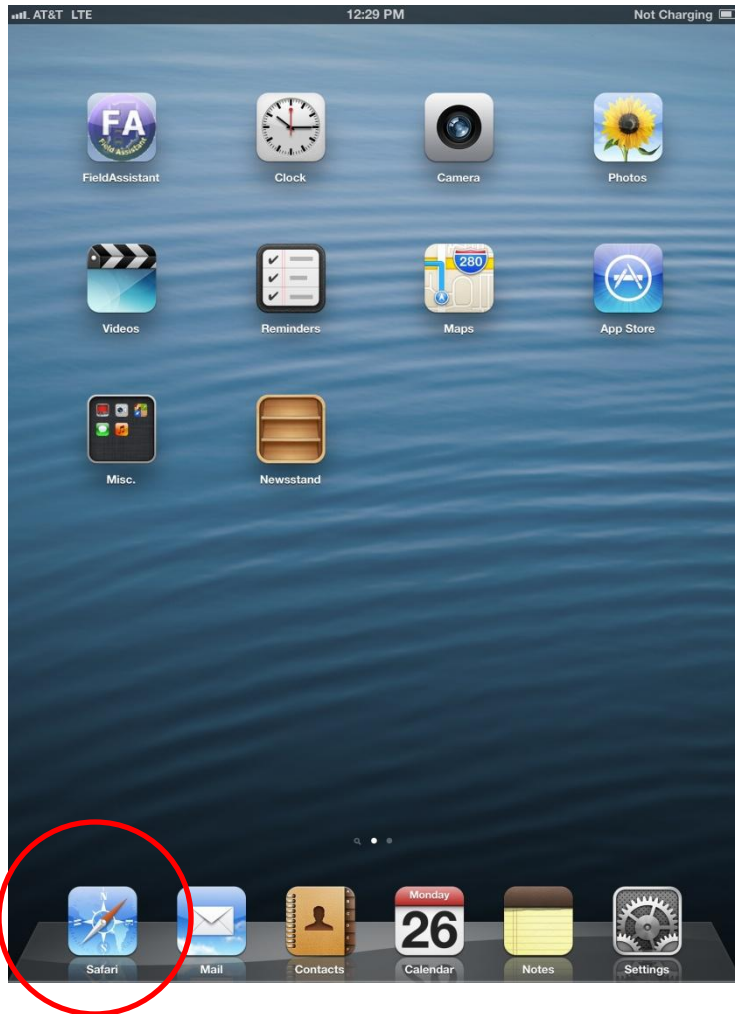
iPad Training

Tap on Go To Address at the top or click on little x.

Type in: https://mdm.in.gov/ireg

Note that the https:// is very important in this step, as omitting it will not take you to the correct location.
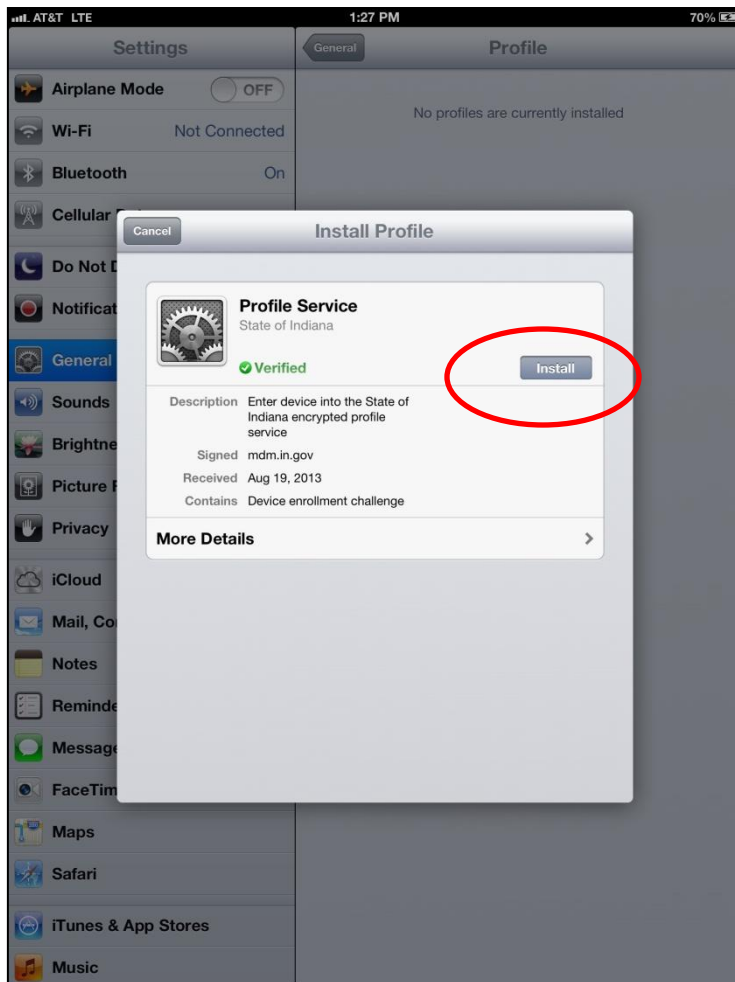
iPad Training

Tap in the user id box.
Type in your INDOT email address.

Tap in the password
Type in your network password (the password used to logon to INDOT PCs).
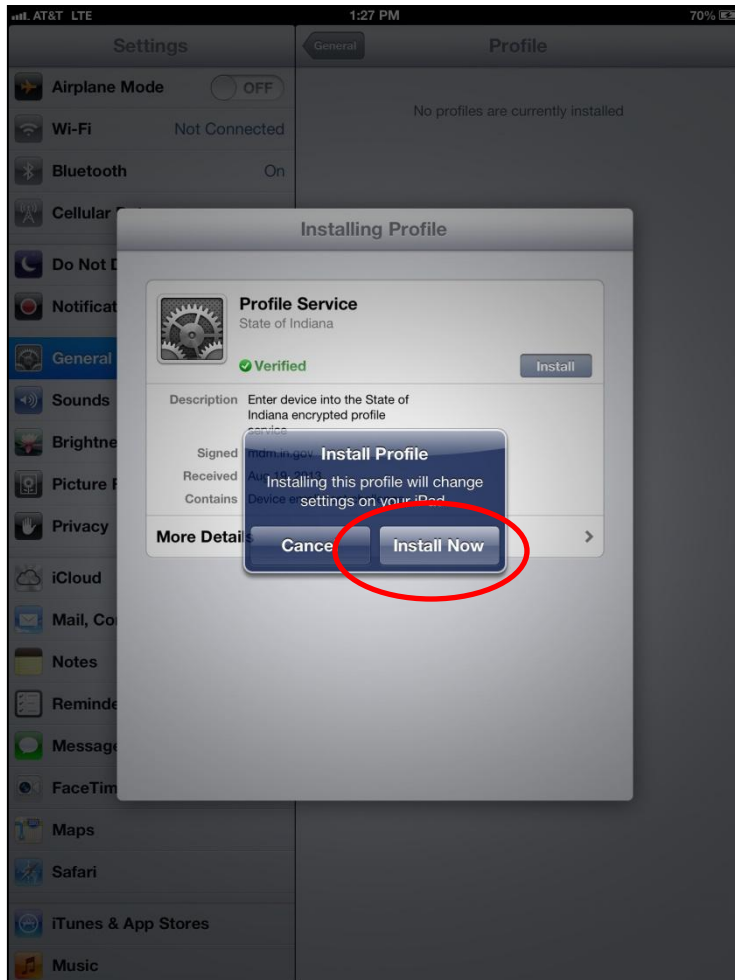
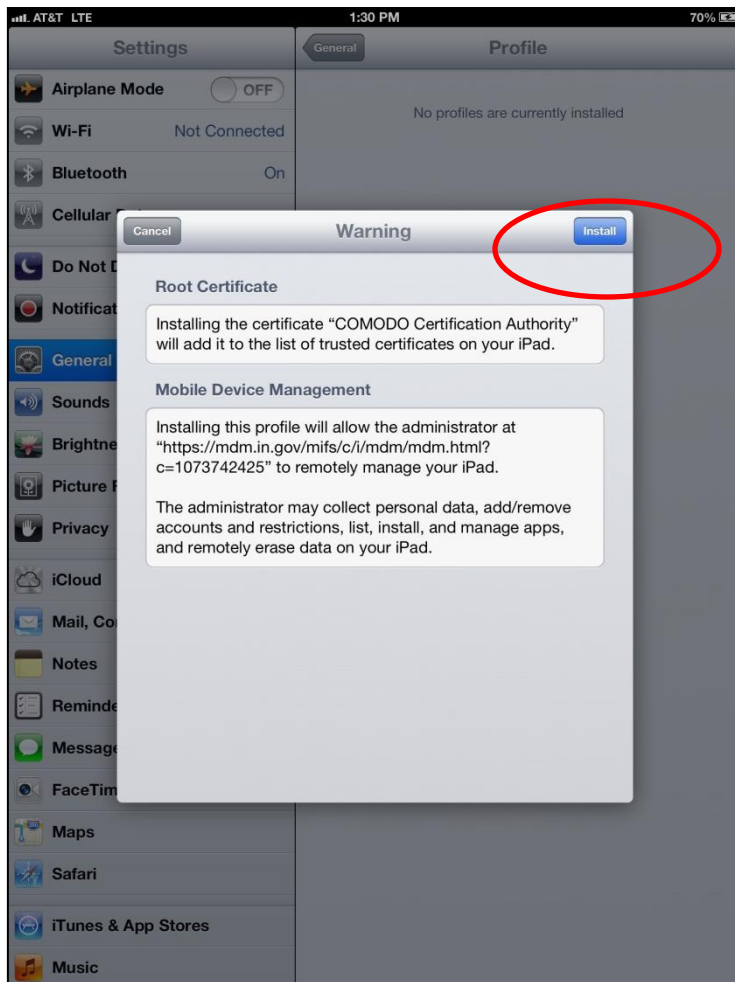Tap Register.

iPad Training

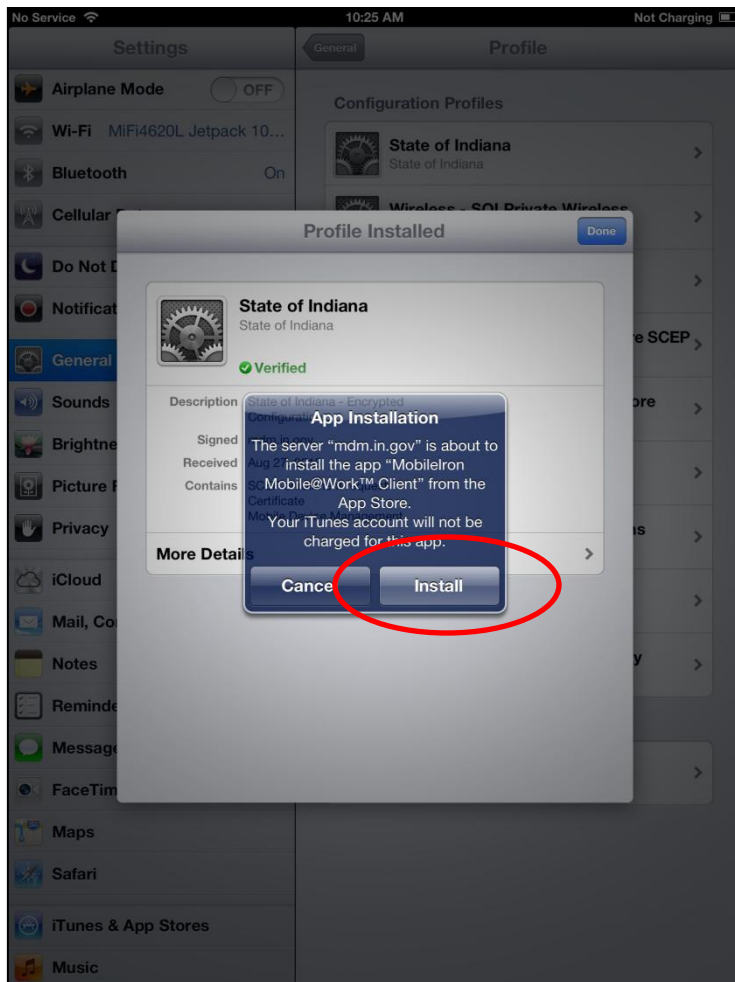Tap Install.

iPad Training

Tap Install Now.

iPad Training

Tap Install.

iPad Training

Tap Install.

iPad Training

Type in your Apple ID Password and tap Ok.

This is not the password that you use to log on to INDOT PCs but the password used when creating an Apple ID earlier in this training.
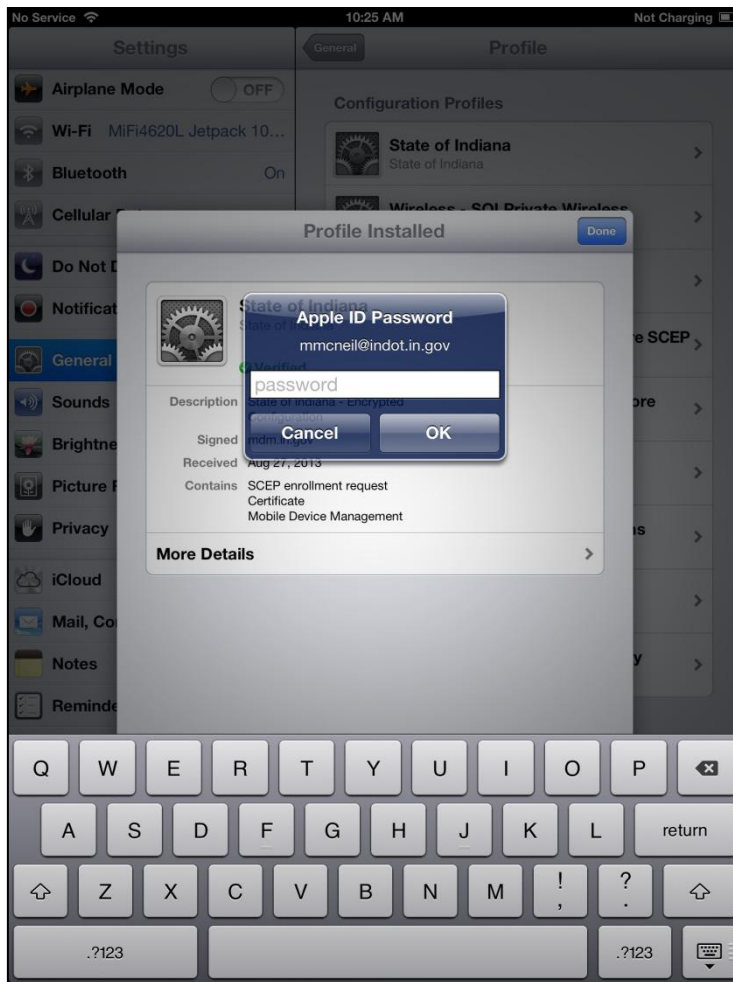
iPad Training

The Exchange account password can appear at any time during the setup process after performing the iReg setup.

Type in your network password and tap Ok. Your email and calendar appointments will then synchronized in the background.

This network password is the password that you use to logon to INDOT PCs.

iPad Training

Passcode Requirement

You must set a passcode within 55 minutes.

Later   Continue

NOTE IN ADVANCE:

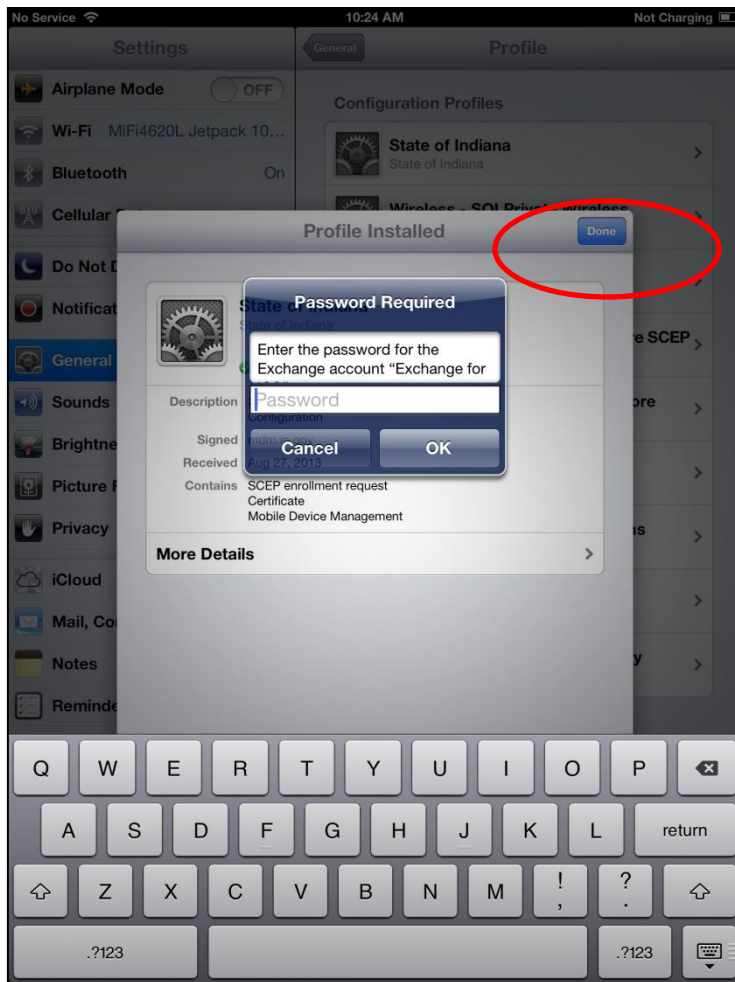The Passcode Requirement message box will appear many times during the installation of all the applications that are being pushed to your iPad.

Please ignore this message until after installing "Note Anytime". There is a procedure for this.

The install message box will appear.

These applications could take up to a half hour to install.

iPad Training
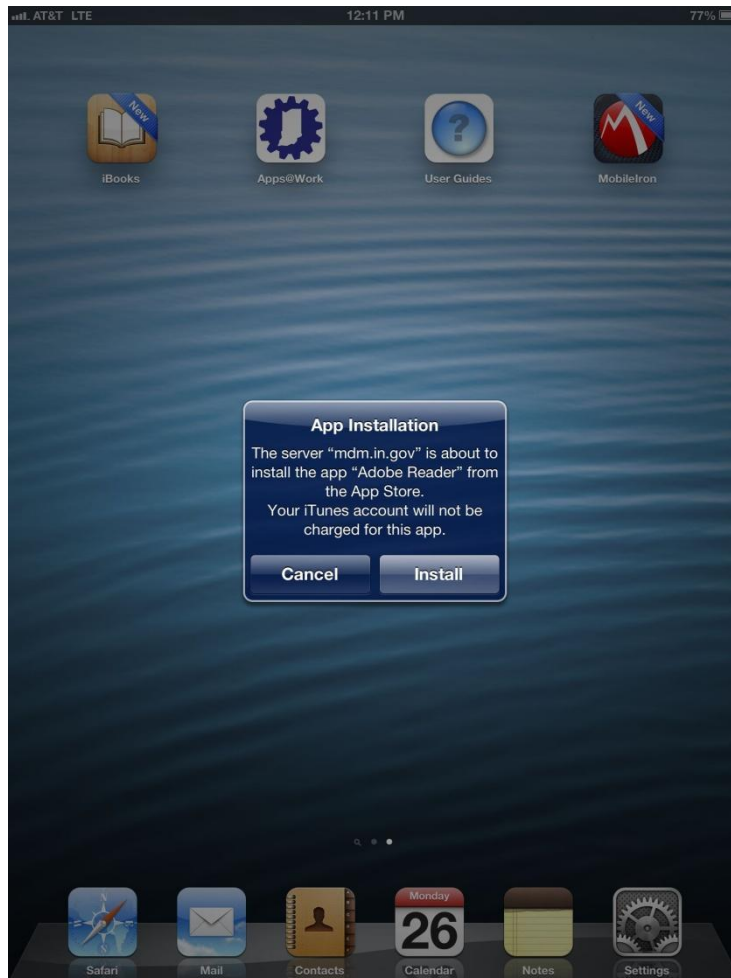
PLEASE read the screen/pop messages.

WAIT for "MobileIron" app to be installed.

Tap on Install for "Adobe Reader".

Adobe Reader allows for the review and basic markup of PDF files.

iPad Training
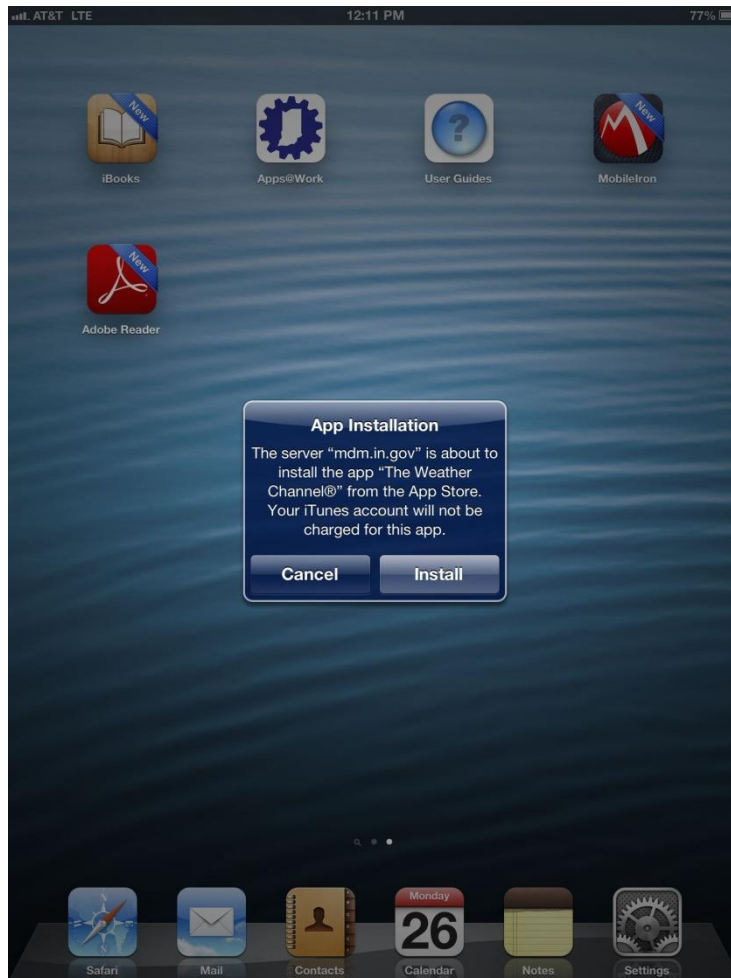
PLEASE read the screen/pop messages.

WAIT for "Adobe Reader" app to be installed.

Tap on Install for "The Weather Channel".

The Weather Channel provides local weather based on your location along with muti-day forecasts. Note that it doesn't provide historical data, so numerous other weather providers have been added to Safari to access over the web.

iPad Training
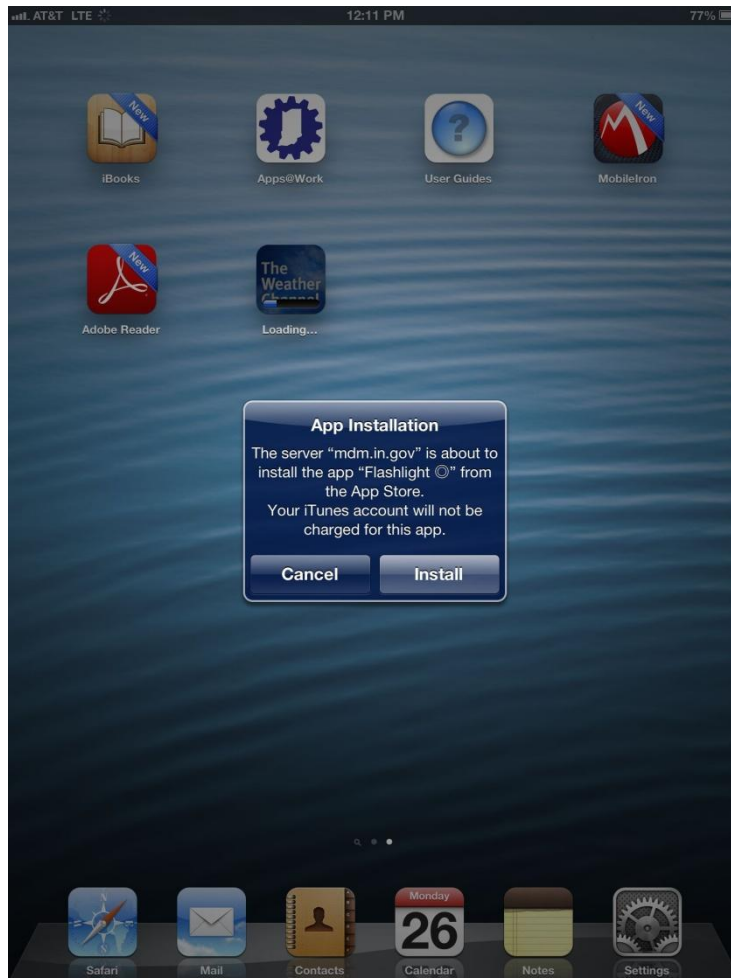
PLEASE read the screen/pop messages.

WAIT for "The Weather Channel" app to be installed.

Tap on Install for "Flashlight".

This application brightens the screen in order to use the device similar to a flashlight, however you can't use the device for other functions while using this app.

iPad Training
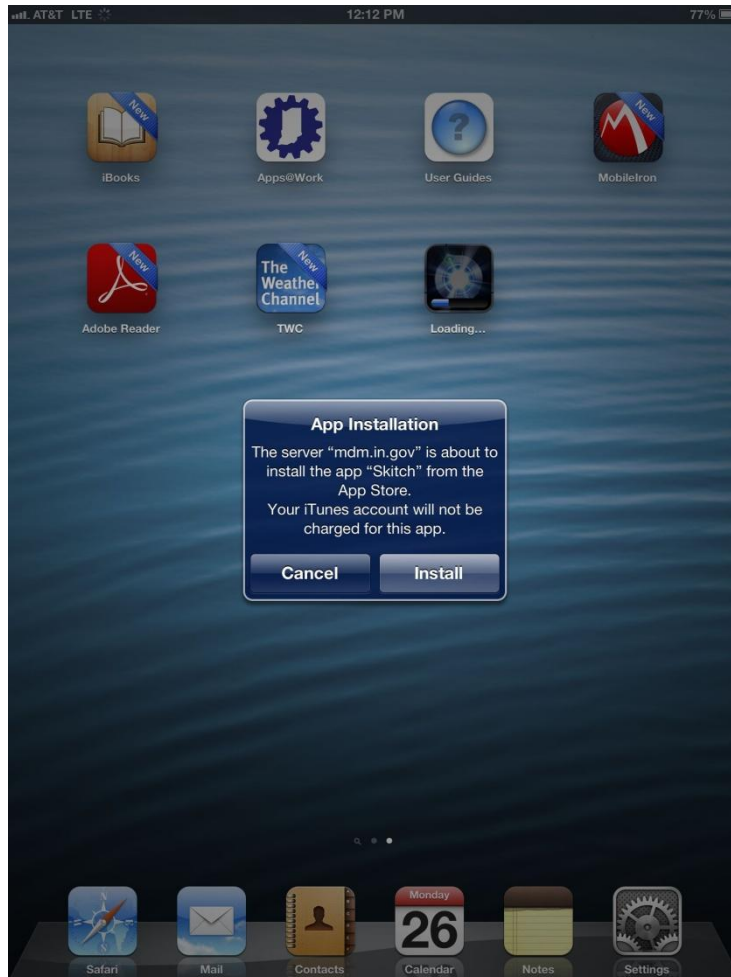
PLEASE read the screen/pop messages.

WAIT for "Flashlight" app to be installed.

Tap on Install for "Skitch".

Skitch can be used to markup images taken with the camera. Initially this application wants you to register for an account, however there is an option to use it without an account on your local device.

iPad Training
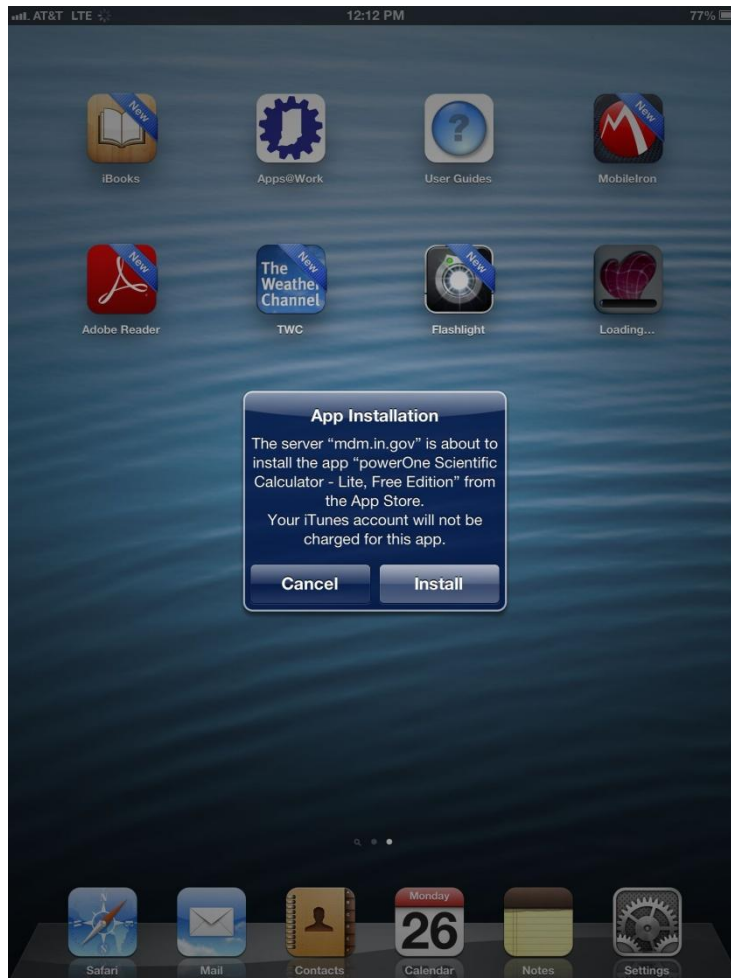
PLEASE read the screen/pop messages.

WAIT for "Skitch" app to be installed.

Tap on Install for "powerOne Scientific Calculator".

This is a Scientific Calculator.

iPad Training

PLEASE read the screen/pop messages.

WAIT for "powerOne Scientific Calculator" app to be installed.

Tap on Install for "powerOne Scientific Calculator".

Tap on Install for "Note Anytime".

This is a basic note taking application that allows for typing, drawing and other forms of input.

iPad Training
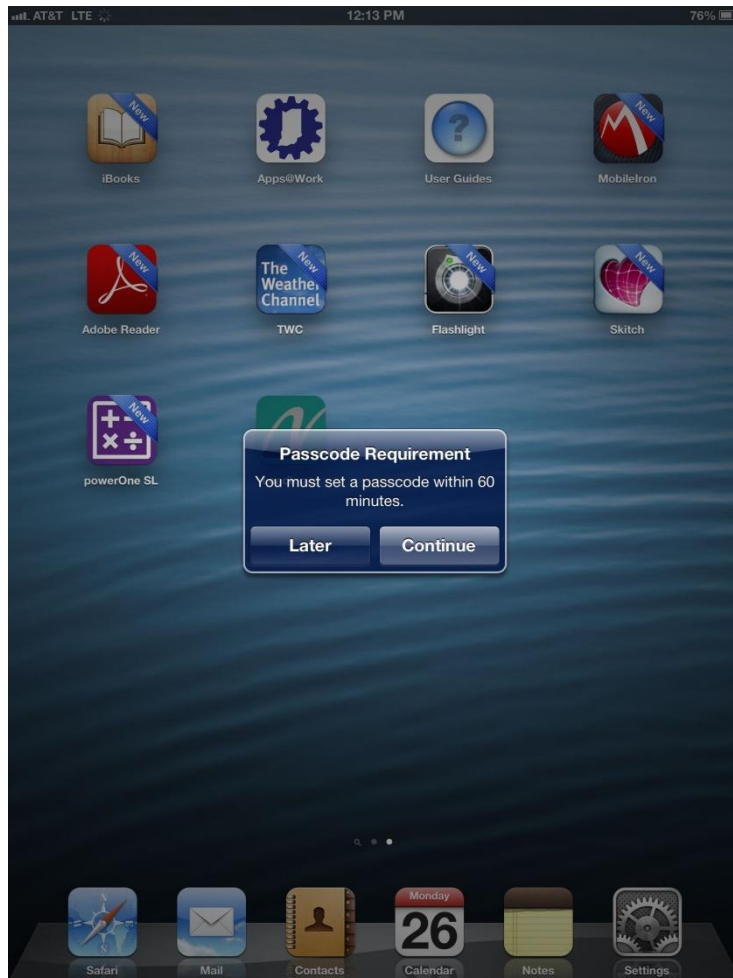
WAIT for "Note Anytime" app to be installed.

Tap on Continue for Password Requirement.

iPad Training
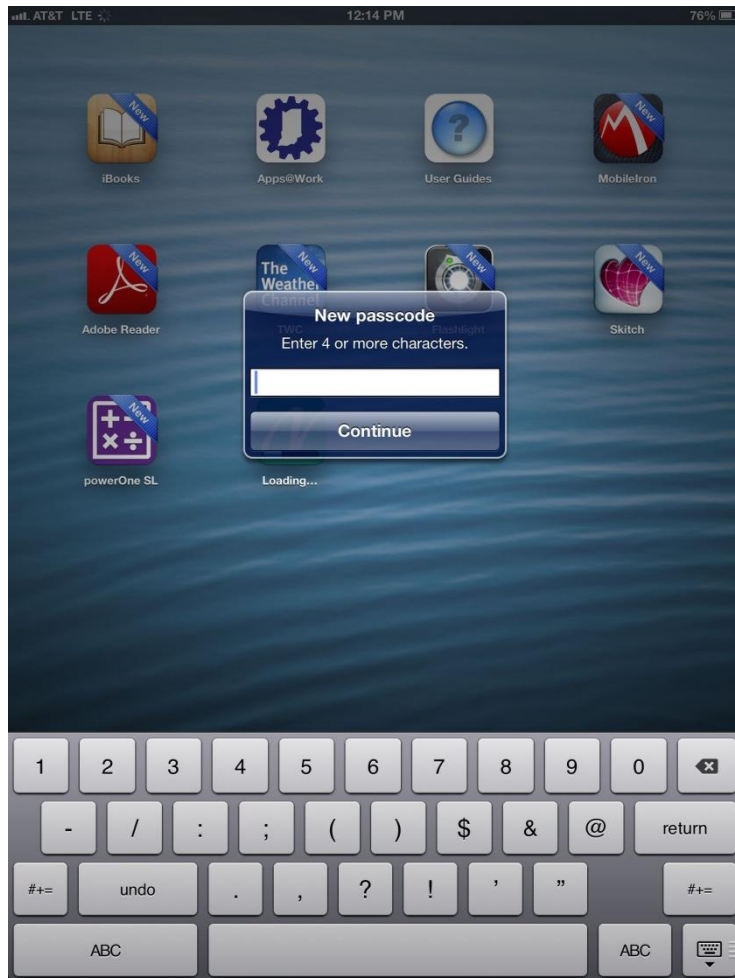
Type in a passcode and tap continue. It's suggested to keep this limited to a 4-digit passcode, similar to a PIN number for ease in remembering.

You will be entering this code every time you wake your device from standby.

iPad Training

Retype in passcode and tap save.
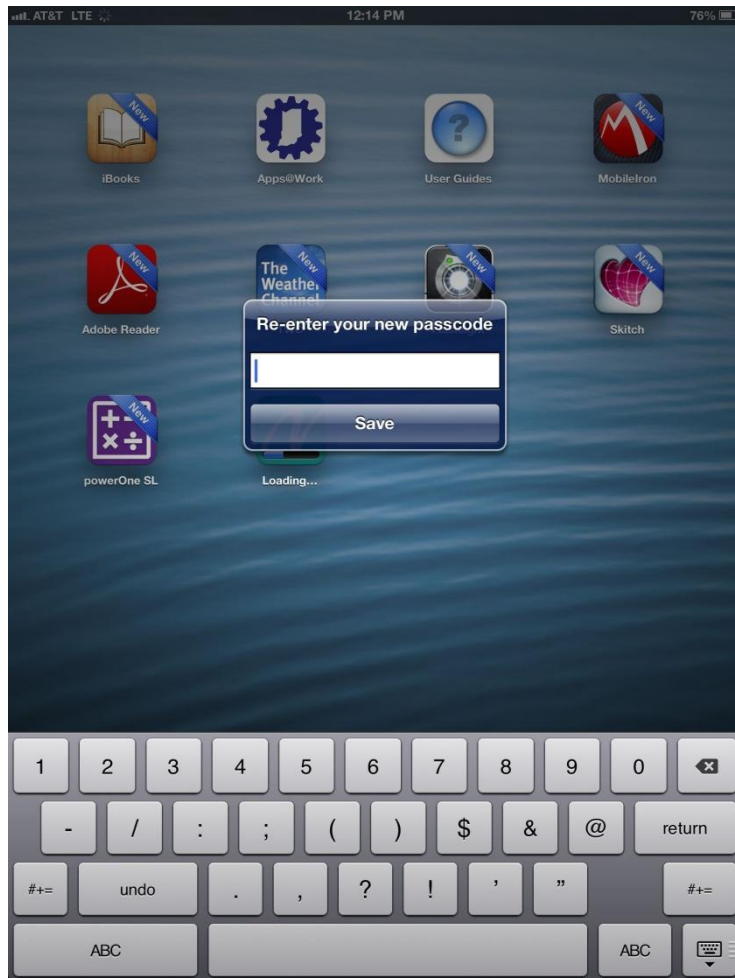
Enrolling MobileIron

iPad Training

With the apps installed, you now need to enroll MobileIron.

Tap the MobileIron icon on the home screen (note that it may be on a home screen to the right or left).
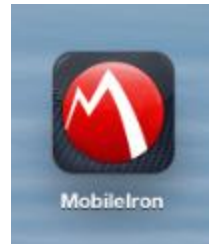
On the Mobile@Work screen, enter your username (INDOT Email Address), server (mdm.in.gov) and network password (your password for INDOT PCs).

iPad Training

Allow location services when prompted.
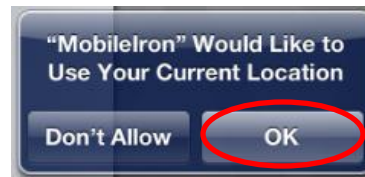
Install any additional profiles that may attempt to load during the MobileIron enrollment.

Once installed, on the Home Tab of the Mobile@Work screen you'll see the following green checkmarks indicating a successful enrollment and connection.
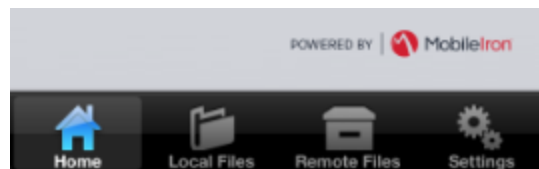
Updating Applications

iPad Training

On occasion applications will need updated from the App Store. Particularly important is making sure that MobileIron is up to date at all times.

When you have updates available, you'll see the following badge on your App Store icon on the home screen. The number will indicate the number of applications you have with available updates.

Tap the App Store Icon.

iPad Training

When in the App Store, your bottom bar will appear similar to shown. The number on the updates will indicate the number of applications that need updated.

Then you'll need to either tap the Update All, or select the individual updates. Each update will download and install.
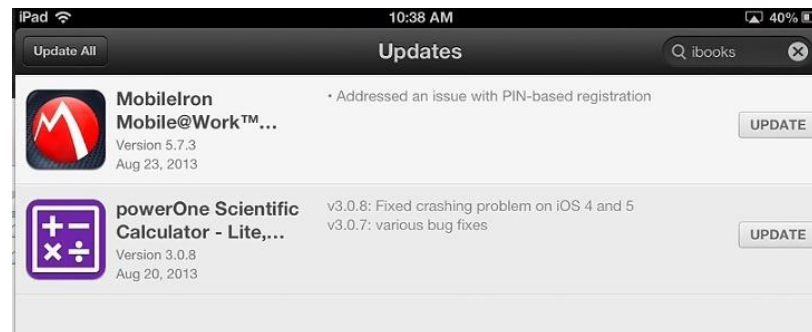
iPad Training

With the updates installed, verify that MobileIron is still in compliance and enrolled.

Please refer to the previous section on MobileIron Enrollment for the specifics of this process.

iPad Training

With MobileIron enrolled, users will need to finally review the new Mobile Device Safety policy and accept it's agreement.

This application is located in ITAP (itap.indot.in.gov).

Users must also provide the commission number of their device.

Finally, they must also accept the disclaimer that any applications provided are for convenience only and are not supported by INDOT or IOT staff except for MobileIron and the FieldAssistant.

iPad Maintenance/Support

These iPads all have AppleCare which allows us to get them repaired for at least the next 9 months. If one is damaged, it needs sent to the CO to be submitted for repair.

If an iPad needs to be transferred to someone else:
•We need the name of the person receiving the device.
•The contract it's assigned to.
•The device needs sent to the CO to be reimaged.
•When returned, the new user will have to be stepped through the procedures we've discussed today.

We're (INDOT) not responsible for any applications issues outside those that occur using MobileIron or the FieldAssistant. Any other applications that are either preloaded or downloaded are outside the scope of our support efforts.

At this time, IOT is providing backup support for the deployment, but is otherwise not involved in the support process. All issues should come to the INDOT HighwayApps group.

iPad Deployment Training

If you coordinate the deployment through the HighwayApps section (Greenfield, Crawfordsville, and possibly Fort Wayne have), please have the following available for the deployment day:

1 or more PCs with access to the state webmail system (users must verify their Apple ID and will need to take turns)
1 PC with a projector to demonstrate the WebEx and FieldAssistant overview.
1 speakerphone to broadcast the conference call component or speakers on the demonstrating PC.

We'll handle the WebEx, we ask that you help the users as we move forward and let us know when we can proceed.

For these sessions, the SiteManager group will be providing a brief demo of the FieldAssistant application.

iPad Deployment Training

For those of you that coordinate your own sessions (due to HT availability, etc.), we ask the following:

Let us know when you've got some people headed in, we can make sure we're near our phones if you have questions/issues.

There will be a some form of FieldAssistant document/demo (not yet determined) that will accomplish the same coverage that the live demonstrations will provide.

For these first few deployments, you can reach us directly:
Michael McNeil - 317-232-0223
Greg Carrie - 317-234-0179
Jason Kuhn - 317-234-2485

iPad Training

Tips and Help

iPad Training

- How to Close a Running App - the iPad doesn't need you to close a running app for every instance, but in some cases you may want to close the app to save on the battery life.

    1. Click your iPad's Home button to minimize the app if it's running.

    2. Double-click the Home button to see a row of running apps at the bottom of the screen.

    3. Touch and hold any icon until the icons start wiggling, then tap the minus sign on the icon of the running app to close it.

    4. Double-click the Home button again to hide the row.

iPad Training

How to Cut, Copy and Paste

- Double tap to select a word or tap once with two figures to select a paragraph.

- Drag the handles to adjust the area if needed, then select Cut or Copy.

- Tap an insert point then tap the cursor, or more directly, touch and hold an insert point.

- Select Paste.
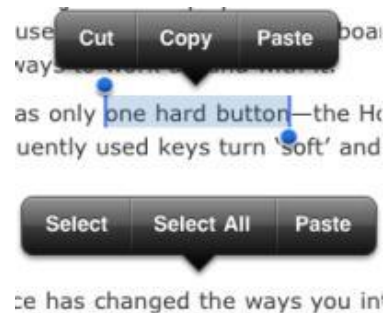
iPad Training

How to undo typing – Shake your iPad

- By shaking your iPad you can perform a few tasks, however great care should be taken when shaking the device.

- If you have just typed in a message and decided that you wish to delete the text, just shake your iPad. A pop-up message will appear asking if you would like to Undo Typing, or Cancel.
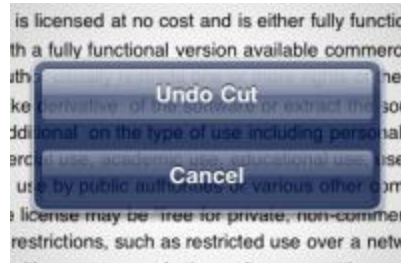
- If you Paste a piece of text or an image and want to undo it then just shake your iPad. A pop-up message will appear asking if you would like to Undo Paste, or Cancel.

iPad Training

About the Cellular Data setting

- Cellular data is used for data communication in cellular networks and does not affect your ability to make or receive phone calls or to use Wi-Fi networks for Internet connectivity.

- You can adjust this setting by going to:

  iPad: **Settings > Cellular**

iPad Training

Access the Wi-Fi setting on your iPad.

From the home screen, tap the Settings icon and then Wi-Fi.

- Enable Wi-Fi. Use the slider to turn Wi-Fi on. Wait for the available networks to appear below.

- Choose a network with which to connect. Wi-Fi is enabled. You can choose a network on this screen to connect to whenever you want to get online and there's a network in range. You might need to enter a code or security key if the network is secured. Just tap the network to connect.

- You may need to Accept a splash screen for free WiFi.

iPad Training

Choose your connection Example for IOT SOI Wireless Access Points

Wireless Network Name: **S0i55!D4WireL3S5**
Security: **WPA2-Enterprise**

You will see it try to connect and then it will show a check box.
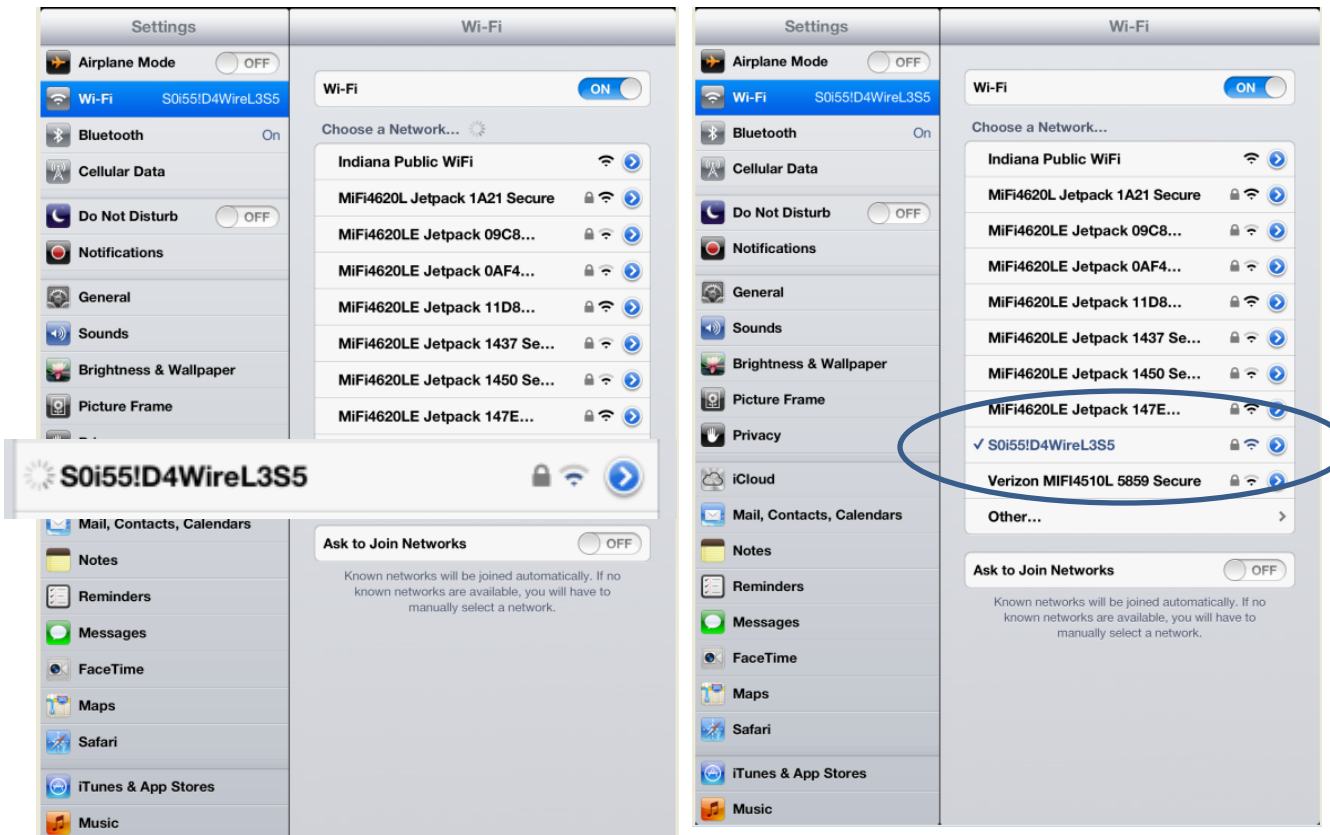
iPad Training

Choose your connection Example for IOT SOI Wireless Access Points

•You'll need to key in your network password and accept a new device profile the first time you connect

•This connection requires that you be part of the appropriate network group, if you can't connect contact your security coordinator and request access to the SOI Wireless group.

You will see it try to connect and then it will show a check box when the connection has been established.

iPad Training

More help documents are found at
http://emm.in.gov/

- iPad User Guide

- How to Connect to the State Public WiFi

- To charge plug into the wall.

iPad Training

Any Questions?

If you need any help don't hesitate to call
the IOT helpdesk to put in a ticket from a state PC.

Helpdesk Assistant

317-234-HELP (4357)
Or 800-382-1095